

Helene Class
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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a customer who has just left Comcast broadband behind due to exorbitant pricing and very poor service. For years they charged me a monthly fee for equipment that they had stopped supporting but chose not to replace. The service became intermittent, with no explanation.

Thank goodness for competition. I was glad to see a new company appear and happy to not only cut my bills by 2/3 but also to have responsive and helpful customer service again. I switched to a Sonic and can see Comcast trying to improve their customer service in response.

Although I was relying on my copper wired landline for an emergency lifeline, I recently was forced to switch to less reliable internet phones. I was dismayed to see ATT rip out the copper lines at my local switching station. Although they have not yet wiggled out of this societal obligation and are still fighting it in court I have heard stories of failed lines at these terminals as you have let ATT wiggle out of providing emergency backup batteries for their switching stations. They have shown that they will not keep my best interests in mind in an emergency.

Competition is what keeps our economy growing and lean. I hope you support it in the both Broadband and in Telephone providers. Do not deregulate any further. I support the Bridge to Broadband and you should, too.

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